



Customer Handbook

Rules, Regulations, Company Policy and Procedures

www.harvsair.com

March 2020

1-800-HARV AIR in Canada

Please use the numbers below if you are local

Steinbach South:

(204) 326 2434

Fax: (204) 326 4182

Steinbach South Airport Box 1056, Steinbach,
Manitoba, Canada R5G 1M8

St. Andrews:

(204) 339 6186

St. Andrews Airport
601 Club Road, Unit 100
St. Andrews, Manitoba Canada R1A 3P6

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Introduction

Welcome to Harv's Air

Harv's Air Service is a family owned and operated air service with two locations around Winnipeg, Manitoba, Canada. We are sure you will find a friendly, community feel combined with professionalism, and years of experience that you're looking for in a flight training unit. We offer accelerated but very comprehensive courses for all licences and permits from the Recreational Permit on through to the Multi-IFR and Instructor Ratings. Since 1972 we have taken pride in offering the very best in flight training, in the safest, most enjoyable way possible.

Our Staff of instructors are all fully qualified and dedicated to making your flight training the most fulfilling, enjoyable experience. We also have 5 Pilot Examiners employed in the company ensuring the highest standard of flight training and ensuring no delays in flight test scheduling.

Harv's Air Service's fleet of aircraft are second to none. We operate a mixed fleet of airplanes consisting of Cessna 152's, Cessna 172's, Citabrias, Pa-28, Extra 300, Diamond DA-40, Piper Seminole, Beech Travelair, and a Piper Navajo ensuring a variety in your flight training. All aircraft are maintained to the highest standard by our on staff Aircraft Engineers. We also have four simulators: the CRX Max, Red Bird, Frasca G1000, and Frasca PA44.

Harv's Air operates from 2 locations; Steinbach South airport, and the St. Andrews airport (just north of Winnipeg). Variety has always been a major theme in our flight training programs, and we are excited to be able to increase the variety for our students.

Both operations offer a friendly, professional atmosphere. Since the locations are only 25 minutes apart by air, we can move resources back and forth as the demand warrants. This includes the number and type of airplanes, examiners, and ground/flight instructors.

The Steinbach operation offers an uncontrolled airport (no control tower), with grass and paved runways. Flying from Steinbach allows flexibility and timesaving. The practice area is located above the airport and a short, quick taxi for takeoff and landing. A Satellite (GPS) approach and a Precision (GPS) approach are available for IFR training. On average there are 15 airplanes based in Steinbach. Harv's Air offers on-site accommodation as well as in the city of Steinbach.

The St. Andrews location offers a controlled airport (control tower). Flying from St. Andrews allows multiple runways with a variety of traffic. The practice area is just to the north east of the airport. A Non Directional Beacon (NDB) approach, and 2 RNAV approaches are on the airport and Winnipeg International's approaches are minutes away. There is a dormitory and restaurant located on the school property.

Students and customers are welcome to fly at both locations. It is suggested that students talk to their instructor or dispatcher about which location best suits the lesson. When you are training, we recommend remaining at one location until that training is complete.

This Customer Handbook is designed to inform new customers of the rules, regulations, procedures, and policies of Harv's Air. It will also assist with the understanding of the basics of obtaining a license and the benefits of flying with Harv's Air.

If you can't find the information here, **then please ask!** You'll also find more information about Harv's Air at www.harvsair.com

RULES AND REGULATIONS

General rules and regulations

- Please familiarize yourself with all the school rules available online at <https://www.harvsair.com/current-students/harvs-air-student-rules/>

Weather and Operating Minima

The weather shall be no less than good VFR. The following outlines the **minimum** weather conditions in which pilots are permitted to fly. In all cases, the suitability of the weather for the individual pilot must be determined in conjunction with the student's flight instructor, CFI, or ACFI prior to embarking on the flight.

Temperature limits of -28 C and +40 C.

Wind limits of 30 gusting 35 knots dual and 20 knots solo or rental. Maximum demonstrated cross wind component should not be exceeded.

PLEASE MEMORIZE THE FOLLOWING:

- Dual Ceiling and Visibility Limits (local and cross country):
 - Controlled Airspace:* 3 miles visibility, 1 mile horizontally from cloud, 500' below cloud, 500' above ground, unless SVFR applies, then no less than 1sm visibility and clear of cloud.
 - Uncontrolled Airspace above 1000':* 1 mile visibility (day), 3 miles visibility (night) 2000' horizontally from cloud, 500' below cloud
 - Uncontrolled Airspace below 1000':* 2 miles visibility (day), 3 miles visibility (night) clear of cloud
- IFR Training flights:
 - Dual only, 200' ceiling and ½ mile visibility
- Solo Training Flights:
 - In the circuit:* 3 miles visibility, 1000' ceiling
 - Outside of the circuit:* 10 miles visibility, 2000' ceiling
 - Cross country:* 10 miles visibility, 2000' ceiling
- Rental Ceiling and Visibility Limits (local and cross country)
 - 3 miles visibility, 1 mile horizontally from cloud, 500' below cloud, 500' above ground

As each individual pilot's experience differs, all pilots are strongly encouraged to establish their personal weather limits in conjunction with Transport Canada's set weather minimums.

Any exceptions to the above weather minimum are at the discretion of the CFI or delegate on a case by case basis.

Fuel Reserves

Enough fuel must be carried for the intended flight time (including taxi and run-up fuel, any anticipated delays due to weather, ATC) plus **45 minutes** at normal cruise power. Visually checking the fuel levels is mandatory and pilots are advised to know the

endurance of their tanks based on hourly consumption, rather than relying on fuel gauges.

Aircraft dispatch

Each location has a status board located in the entry ways. The boards display time remaining until inspection. Snags are also recorded on the board. If an inspection will become due soon, it will be noted on the board. Aircraft will not be dispatched with an unresolved snag/defect. The aircraft logs will be reviewed every morning prior to the first flight of the day and the status board will be updated. If an aircraft has just had an inspection and it is outside, do not take it on a flight until it has been signed off. Just because it is outside, does not mean it is ready to fly. It is the pilot's responsibility to ensure the aircraft is airworthy prior to going on a flight. If you are unsure, please ask.

Aircraft defects

Pilots must report all aircraft defects on the aircraft to the supervising instructor or maintenance personnel and enter the defect in the journey log. Details of the snag are appreciated for trouble shooting. For more information on reporting snags, see Maintenance Control Manual. If an aircraft is snagged, a red flag will be placed on the left strut or cowling handle, and the snag is noted on the tracking board.

Aerobatics and Formation Flying

Aerobatics and formation flying must be authorized by the Chief Flight Instructor.

Currency

- To ensure the safety of our pilots and customers, Harv's Air requires that all pilots fly at least once every 60 days in type (i.e. if you have been flying a 152, but want to rent a 172, you have to be 60 day current in the 172, not just 60 days current flying). If you are flying in one of the tail wheel aircraft, you must fly at least once every 30 days.
- In addition, all pilots are required to complete an annual dual checkout flight with a Harv's Air instructor. Exercises covered during this flight are at the sole discretion of Harv's Air, but will be a minimum of 3 take-offs and landings. At the end of the flight, the instructor will determine if any additional training is required prior to signing off that the checkout is complete.
- Harv's Air reserves the right to conduct a checkout flight at any time, with any pilot that flies Harv's Air aircraft.
- If the pilot's currency lapses, pilots will be required to complete the annual checkout flight again, prior to subsequent solo rental.
- Harv's Air may request to see your pilot logbook for proof of currency. A Harv's Air Pilot Currency Card may also be sufficient.

Insurance

All aircraft are fully insured to a qualified, authorized, and licenced student, private, or commercial pilot. Insurance coverage is in place for the passenger or passengers, other property, and other persons who might become injured as a result of an accident.

Please note that the pilot in command (PIC) is never insured in an aviation insurance policy. This means that when you are flying solo, you personally do not have

coverage under our policy. This would include injury or death. When you are with an instructor, you are not PIC so then you do have coverage under our policy. If you wish to have coverage when acting as PIC, you would have to arrange your own policy of disability, or life insurance.

Deductible and what is it: Deductible is that portion of a policy that the company does not pay out. It is common in home owner and automotive insurance policies. It keeps the policy holder from making small claims. At the present, our deductible on all aircraft is \$1000. If we had a claim of \$10,000, the insurance company would only pay out \$9000. Where does this deductible come from? In almost all cases it comes from the person flying the aircraft. The exception would be a mechanical failure with some part of the aircraft which results in an accident. You would not be held responsible for the deductible in this case. These types of accidents are extremely rare; the most common at fault is the pilot.

Our deductibles are the lowest in the industry. Some schools have deductibles as high as \$10,000, because your potential liability is high, the school then frequently charges an additional hourly fee for you to have a zero deductible.

The only way we can offer the best rate to you is to make all possible efforts to keep the accident rate down. Obviously, fewer accidents mean less cost to you. When we have an insurance claim, rental costs of the aircraft may have to be re-evaluated.

Dress code

Each pilot shall make sure that he or she is dressed properly for the season. This also applies to passengers. In the winter a pilot will be refused a flight if he or she does not have the following clothing:

- Warm headwear
- Warm winter footwear
- Mittens or gloves
- Warm Jacket or parka.
- Pilots are also encouraged to have ski pants, and jacket, or a snowmobile suit, in the aircraft, particularly on cross country flights in very cold weather.

Checkouts

Pilots getting checked out in a new type of aircraft that Harv's Air operates are recommended to complete the Online Check-out course for each airplane type they wish to fly, in addition to completing the required dual flights. After completing the course, a certificate of completion is included. Upon checkout completion, a pilot is not necessarily able to go in all weather conditions. Circuit checks will be required when winds are different than experienced during the check out.

To create a free account for the online course, go to:

<http://pilottraining.ca/store/catalog.php?category=12> to select your course.

Rentals

Aircraft rentals are available to *licensed* pilots. The following guidelines apply to rentals:

- Aircraft must be booked for a minimum of one-hour.
- The pilot must be current at the school. See the section on currency.
- The dispatch or an instructor may request to see the pilot's license, medical certificate, radio operator's certificate, and logbook.
- Pilots must file a flight plan/flight itinerary beyond 25 nm from Steinbach/St. Andrews.
- When moving aircraft caution must be exercised when non-trained people offer to help in the moving of aircraft. People must be shown where they can and cannot push.

Taxiing

All taxiing will be conducted slowly and with due regard to safety. Please don't drag the brakes. Aircraft must be stopped at a safe distance from hangars or buildings and aircraft engines must never be started while in the hangars.

Upon the completion of a flight the pilot will park the aircraft in the designated parking area. If strong winds are present or forecasted to be present the aircraft shall be tied down or parked in the hanger.

Foreign Object Damage. (FOD). All pilots are asked to be vigilant regarding foreign objects on the ramp, taxiway, and runway. If possible remove the object and notify your instructor/chief flight instructor. In St Andrews, notify ATC if you observed something on the runway or taxiway.

Bookings

- Aircraft, simulator and/or instructors can be booked in person, over the phone or online at harvsair.com (click on the "bookings" tab)
- Show time before bookings is recommended to be at least 10 minutes.
- Renters and students normally will be charged for only the Hobbs (engine running) time used, plus any extra briefing or ground time with the instructor.
- Booking time is normally every 30 minutes. Booking times outside of the normal can be arranged, contact the Chief Flight Instructor or Dispatch.
- No shows or cancellations of a booking with less than 24 hours notice will result in a \$70 charge. Charge of a "no show" is at the discretion of Harv's Air depending on circumstances. If there is consistent cancellation or failure to arrive for scheduled bookings, the customer will be referred to the Chief Flight Instructor, Assistant Chief Flight Instructor, or Operations Manager.
- In the case that a pilot is more that 20 minutes late for a booking and does not notify dispatch of the delay, Harv's Air reserves the right to release the aircraft to another pilot.
- All flying charges incurred are on a credit basis unless previous arrangements have been made. Any unused credit will be refunded to the student or sponsor.
- It is the pilot's own responsibility to keep their medical up to date.
- The Chief flying Instructor has the authority to check the flying ability of any licenced pilot wishing to fly school aircraft, and such may include a request that the pilot demonstrate his ability to competently handle the school aircraft under existing conditions.

Lessons

Dual Flights:

- We recommend that students book with their instructors at least one week in advance to ensure preferred times.

Solo Flights: (pilots who are not licenced)

- Once a student has completed their first solo, they will plan their flying schedule with their instructor to include both solo and dual flight.
- In order to fly solo, a student **must be supervised** by his or her instructor. In the event that the student's instructor cannot supervise the flight, the instructor will arrange supervision of the student with another instructor. The student must carry on their person their **medical certificate, student pilot permit and radio operator's certificate**.
- Students should arrange solo flights with their instructor. The instructor will list the appropriate air exercises to be practiced in the actual online reservation (aka daily flight record.)

Weather:

- Students should check and discuss the weather with a Flight Information Center (FIC) specialist before coming to fly.
- This is especially important if the weather is questionable. In the event of questionable conditions the student should call his or her instructor so as to mutually make a decision on whether to fly or not. This decision is a function of many factors, not the least of which are the intended exercises for the lesson.
- For early morning flights contact arrangement should be made between the student and instructor to be able to discuss the status of the flight (with regards to weather).
- To obtain weather information: Winnipeg FSS: (866) WX BRIEF
<https://flightplanning.navcanada.ca>
- Flights cancelled, due to bad weather are not charged to the student and may be rescheduled at the student's convenience.

Cross Country Flights

All solo flying by unlicensed pilots must be carried out within the specified radius of the airport authorized by the Chief Flying Instructor or his delegate. The Chief Flying Instructor or his delegate must specifically authorize all cross-country flights. Any landing that will occur away from the home airport must be authorized by the Chief Flying Instructor or delegate due to performance limitations of aircraft on surfaces other than hard surfaces.

For Flights into USA airspace please see the section on *USA Trips*. All night cross country flight must be authorized and depart within 1 hour of official sunset. If a departure later than that is required, prior arrangements must be made with the CFI or delegate.

USA Trips

All trips into the United States of America airspace require prior permission from the Chief Flying Instructor. Flights into the USA require that the pilot hold a Private, Commercial, or Airline Transport License.

Flying into the USA will require that pilots familiarize themselves with US Customs and Immigration regulations; information is available at the school. Pilots are reminded that trans-border flights require a filed flight plan. Please ensure that you have booked an aircraft that has a current U.S. decal; we are unable to reimburse pilots for the purchase of U.S. decals for other aircraft.

Emergency Notification

In the event of an off airport landing, or a forced landing the Chief flight instructor shall be notified immediately. No attempt shall be made to move the aircraft, or to resume the flight until the situation has been fully discussed with the Chief flight instructor, and then only on his advice.

In the event of an emergency situation:

1. Stay calm
2. Call 911, and alert RCMP, Ambulance, and Fire as required
3. Evacuate survivors, secure site. Only disturb accident site if persons or property are in danger.
4. Notify CFI or delegate. Harv 204 381 4085, Adam 204 371 1336, Dale 204 320 1684
5. Notify Transportation Safety Board. (204) 983 5548

Do not communicate with media. The CFI or delegate will communicate with media.

Any breach of the above regulations or rules resulting in damage to school aircraft or property will make the individual fully liable for all costs incurred.

COMPANY POLICY AND PROCEDURES

Freedom from Harassment and Discrimination

Harv's Air maintains a community dedicated to ensuring that all customers, guests, and staff are able to learn, communicate and work in an environment that is free from harassment or discrimination. The environment promotes respect, dignity, equality, and kindness.

Licensing and Medical

Pilot licensing and medical requirements are set by Transport Canada. It is the pilot's responsibility to keep the medical up to date and ensure that other currency requirements have been met.

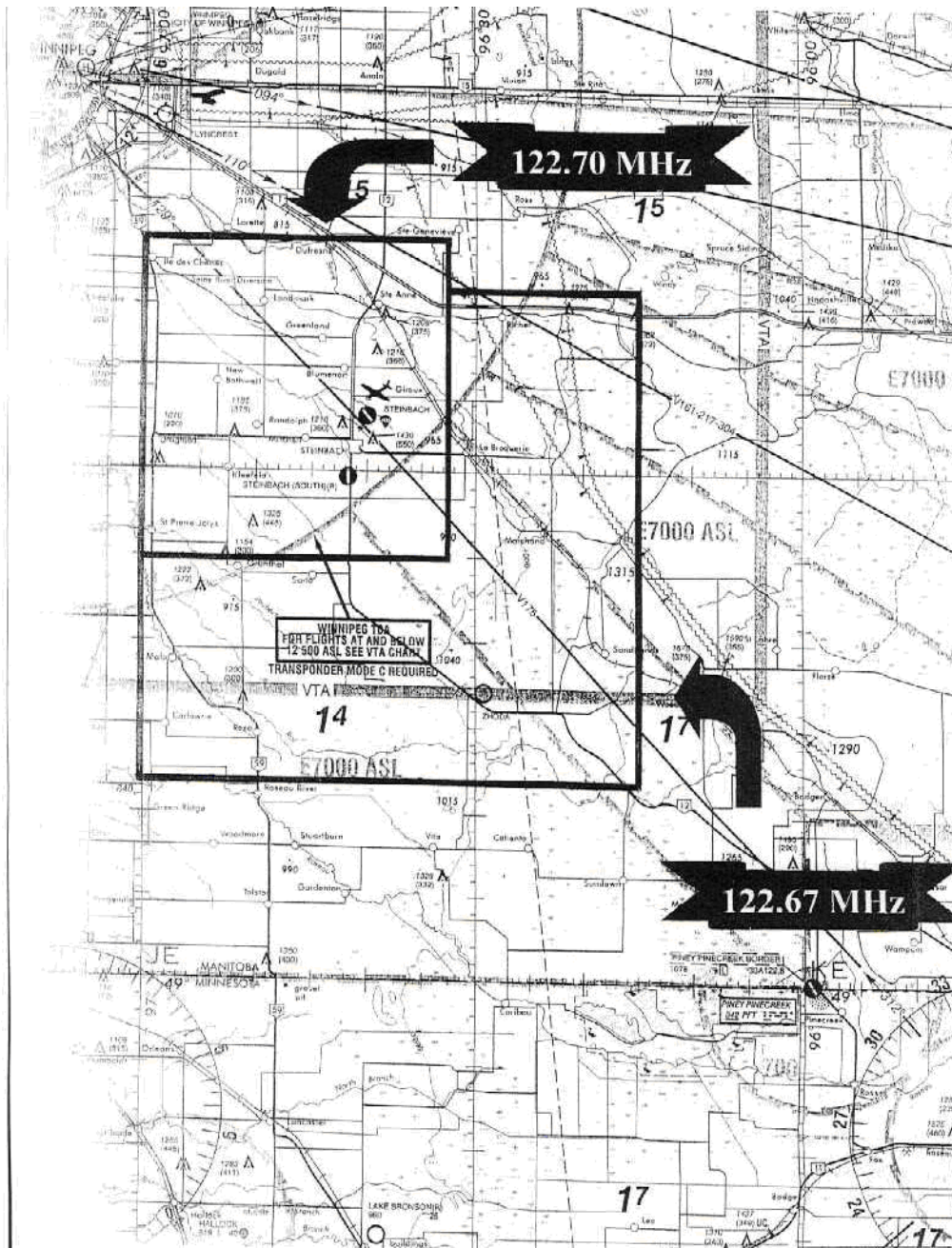
The following tables are a summary of the detailed information available in the Canadian Air Regulations (CARS.)

Transport Canada Aviation Licenses		
Minimum Age to complete training	License/Permit	License Restrictions & Endorsements
14 years	Student Pilot Permit	No passengers, flight supervision by instructor
16 years	Recreational Pilot Permit	1 passenger, restricted to daylight hours & Canadian Airspace, 4 seat aircraft, May obtain float rating
17 years	Private Pilot License	May obtain: Night rating, Single IFR, Multi-Engine Rating, Multi-IFR, Float endorsement, VFR Over the Top
18 years	Commercial Pilot License	May obtain: All of Private ratings + instructor rating.
21 years	Airline Transport License	Two crew operations, heavier than 12,500 lbs.

Aeroplane Licensing / Medical Requirements						
License or Permit type	Age	Medical Category	Validity Period (Over 40)	Knowledge	Skill	Minimum Experience
Student Pilot Permit	14	1,3 or 4	60 months	PSTAR 90%	Certified Ready to Solo	As per Skill
Recreational	16	1,3 or 4	60 months (24months)	RPPAE 60%	Flight Test	Total: 25 hrs Total Dual: 15 hrs Total Solo: 5 hrs Dual Xctry: 2 hrs
Private (PPL-A)	17	1 or 3	60 months* (24 months)	40 hours Private Pilot Ground school PPAER 60%	Flight Test	Total: 45 Total dual: 17 Total solo: 12 Dual Xctry: 3 Solo Xctry: 5 Instrument*: 5 * 3 hours may be instrument ground time.
Commercial (CPL-A)	18	1	12 months (6 months)	80 hours Commercial Pilot Ground school CPAER 60%	Flight Test	Grand Total: 200 PIC: 100 Xctry: 20 Following the issue of PPL-A: Total dual: 35 Total solo: 30 Dual Xctry: 5 Instrument*: 20 Night: dual: 5 dual xctry: 2 solo: 5 * 10 hours of the 20 hour total may be instrument ground time.

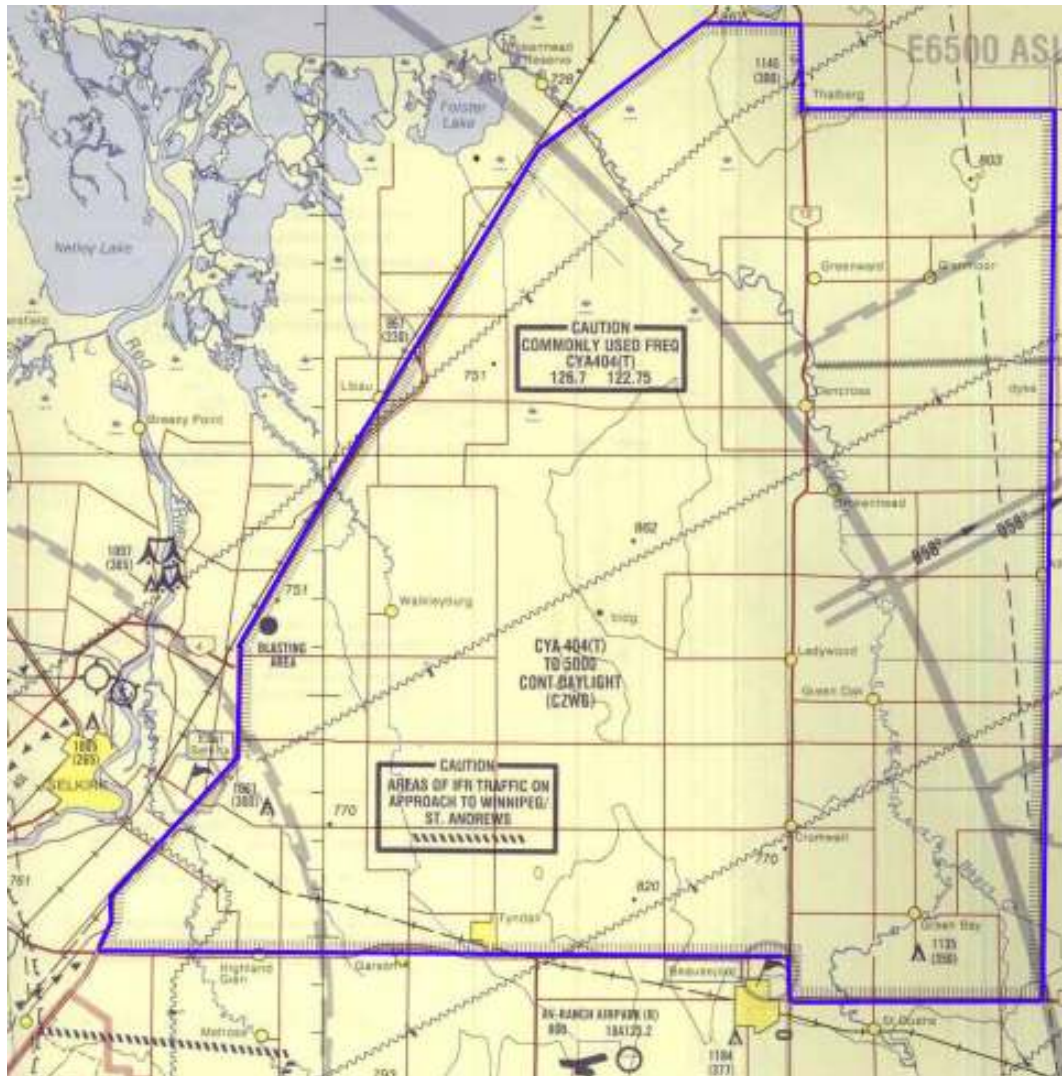
Steinbach Practice Area Location

Pilots should monitor 122.7 for other traffic within 5 nautical miles for the airports. In the west and north west practice areas, below 3000 feet, monitor 122.7 and in the other practice areas, monitor 122.67. When flying into or out of the practice area, an advisory call should be made. When in the practice area, every 15 minutes an advisory call should be made.



St. Andrews Practice Area Location

Pilots should monitor 122.75 for other traffic in the practice area.



Ground School

Ground school may be taken using one or a combination of the methods below:

- Classroom: 4-6 times a year for the PPL and CPL, depending on demand.
 - Call for dates and times.
 - Typically conducted during evenings and weekends.
- One-on-one: Conduct ground school with a flight instructor.
 - Start anytime
 - Flexible schedule
- RPP, PPL, CPL, and IFR Online Ground School: Details at www.pilottraining.ca
 - Start anytime! Study anyplace! On your own schedule!

Transport Canada (TC) Guides

Be sure that you have the guides applicable to the license or permit that you are pursuing. Copies are available on the web at

<https://www.tc.gc.ca/en/services/aviation/licensing-pilots-personnel/flight-crew-licenses-permits-ratings/flight-crew-examinations/study-reference-guides-sample-examinations.html>

<https://www.tc.gc.ca/en/services/aviation/licensing-pilots-personnel/getting-trained-pilot-crew-member/flight-test-guides.html>

TP11919E	Study & Reference Guide	Student Pilot Permit
TP12467E	Study & Reference Guide	Recreational Pilot Permit
TP12880E	Study & Reference Guide	Private Pilot License
TP13014E	Sample Examination For RPP and PPL	
TP12475E	Flight Test Standards	Recreational Pilot Permit
TP13723E	Flight Test Guide	Private Pilot License
TP12881E	Study & Reference Guide	Commercial Pilot License
TP2810E	Study & Reference Guide	Flight Instructor Rating
TP691E	Study & Reference Guide	Instrument Rating
TP12775E	Instructor Guide	VFR Over-the-Top Rating
TP13462E	Flight Test Guide	Commercial Pilot License
TP5537E	Flight Test Guide	Flight Instructor Rating
TP9939E	Flight Test Standards	Instrument Rating
TP219E	Flight Test Standards	Multi-Engine Class Rating

Student Records

A **Pilot Training Record (PTR)** will be started for each new student at the commencement of flight training. The student's instructor will enter the completed air exercises and flight time. Once a student solos the student is responsible for entering their solo flights in their PTR. The PTR must match the entries in the student's personal log book. The PTR is kept at the school and will be sent to Transport Canada after the student is licensed. Students must maintain a current personal logbook, which they will bring for each flight. It will record their flight experience. This logbook serves as a permanent record of their aviation experience; thus it is imperative that the logbook be neat and accurate.

Student Dispute Policy

Any problems concerning fees and/or the performance of Harv's Air obligations to the student should be forwarded to the chief flight instructor or your flight instructor. Please don't hesitate to communicate if you have concerns to discuss.

Getting Ready to Solo

Students must...

Have:

- A category 1 or 3 medical is required for a Private Licence (PPL). A Recreational Permit (RPP) requires a category 1, 3 or 4 medical.
- Identification in the form of a Birth Certificate, Citizenship Card or valid passport.

Study:

- The 200 questions in the Transport Canada Guide TP11919E (supplied in your Ground School Kit) must be answered by research of the CARs and Aeronautical Information Manual (AIM.) These materials are available at the School or via the Harv's Air Website under study and Reference Guides.

Completed:

- Enough dual instruction airtime to be competent, consistent, and confident.
- Pre-solo Written Examination (PSTAR.) This exam consists of 50 questions taken from the Transport Canada Guide TP11919E. A **minimum of 90%** must be achieved in this examination.
- Radio Operator's (Restricted) Examination. This exam consists of 25 questions taken from the Radio Operators Guide (RIC-21). A **minimum of 70%** must be achieved in this examination.

Student Pilot Permit

Before your first solo flight a **Student Pilot Permit** will be issued by a Transport Canada authorized person (ask your instructor who is authorized). Your account will be billed for the licensing fee.

In addition to the above permit, a Radio Telephone Operator's (Restricted) Certificate will be issued. Your account will be billed for the licensing fee.

Thereafter, each time you fly you must carry your Medical Certificate, Student Pilot Permit and Radio Operator's Certificate with you.

Flight Test**Refer to:**

- The flight test guide for your course.

The student must bring:

- Proof of meeting the applicable medical standard for the licence sought.
- Letter of recommendation to the flight test from the student's flight instructor.
 - This letter must indicate that the student has:
 - Met the standards of a pre-flight test evaluation.
 - Completed the following minimum of the training time required:
 - Recreational Permit: 25 hours.
 - Private Pilot License: 35 hours.
 - Commercial Pilot License: 150 hours
 - Written exam must be completed prior to CPL flight test.

* The aforementioned hours are the minimums required to write the exam.

Transport Canada (TC) Written Examination

In order to challenge the Transport Canada Written Examinations, the student must:

- Complete the appropriate ground school courses and practice examinations.
- Have completed a minimum of 10 hours of flight training for the PPL or RPP, 100 hours of flying for the CPL, and 25 hours of ground with 15 hours of flying for the Instructor Rating.
- Obtain at least 75% in the aforementioned practice examinations and be recommended by an instructor.

Licensing

A written test is valid for two years and a flight test is valid for one year. Once you have completed either test you must complete **all** the requirements of the license (including

taking the remaining examination or test) and be issued the license before the first test expires. If the validity period for the test expires before the remaining licensing requirements have been met, Transport Canada will require that you be tested all over again.

To be issued a license or permit you must provide the following original documents to your instructor who will assist you with the application and check that all requirements for the license or permit are met.

- Student Pilot Permit (or Pilot's License or Permit in the case of a rating application or license upgrade.)
- Valid Medical Certificate of the appropriate category.
- Updated Pilot Training Record.
- Pilot logbook.
- Application for Flight Crew License or Endorsement for a Rating. Your instructor will help you complete this.
- Proof of the written Transport Canada examination results.
- A passport picture and application for the Aviation Document booklet (if you do not already have one)

The documents will then be forwarded to the Transport Canada Authorized Person (see the Chief Flying Instructor for details.)

Temporary Pilot's License:

The authorized person will sign the back of your Student Pilot Permit (or license as appropriate.) This will be your temporary pilot's license and is valid for 90 days. (Certain restrictions apply. Ask for details.) Pilots with a temporary license or permit may rent aircraft.

Permanent Pilot's License:

Once you have your pilot's license or permit you may rent Harv's Air aircraft. You may want to consider upgrading to larger aircraft (requiring a checkout,) obtain your night rating and do a tail dragger check to improve your piloting skills.

Transport Canada will send you your permanent license within 90 days.

Headset

One headset is included with the rental of the aircraft. Each additional headset is \$5/headset. Please handle the headsets as you would your own. Students/renters will be held responsible for damaged headsets.

Fuel Billing

Pilots who have fuelled aircraft at other airports must submit fuel receipts for credit and will be reimbursed based on the cost of fuel at Harv's Air.

Retail Merchandise and Food

Harv's Air stocks a wide range of flight training aids and accessories, monogrammed clothing and textbooks available at reasonable prices. Coin operated vending machines that supply cold drinks and snacks are located at the Steinbach base. At St. Andrews there is a restaurant.

Telephones/Internet

Telephones are located in the offices. Ask staff for details. Dial direct for local calls. For long distance calls a calling card or calling collect must be used. Wireless Internet is available in the schools and dorms. There are several computers for students to access online ground school, weather, and email.

Accommodations

Accommodations are available for almost 40 students. All students must sign the accommodations agreement. Only actively flying students are allowed to stay in the accommodations. The monthly minimum for flying is 15 hours. See our accommodations manual for details.

Facilities

Customers are welcome to use the fridge in the staff room to store lunch items. Our lounge area has comfortable chairs for relaxation or study. Students are welcome to use an empty briefing room or classroom for pre flight planning or studying. Accommodations are available for active flight students. A \$100 refund will be applied to the rent each month if 15 hours or more are flown that month.

Student Advising

Instructors and the Chief Flight Instructor are available to answer questions over the telephone or in person. Financing queries can be directed to the Chief Flight Instructor. Students may at any time meet with the Chief Flight Instructor to discuss future courses, career path choices or any other concerns that may arise.

First Aid

First Aid kits are located in the airplanes and in the entrance to the office. Alert the dispatcher at the main desk if there is first aid needs and a qualified attendant will be called to assist you.

Financial Information

All flight training must be paid for at the time of the lesson.

Flight training may be paid using one of three options:

Payment Per Flight: After each flight and/or ground school booking payment will be required. The account must be cleared before the next flight/ground can begin. (A \$500 security deposit or credit card information must be on account for this option.)

Lump Sum Payment: An amount of funds (usually a larger sum) can be applied to your account and when the funds are depleted, you will be informed so you can apply another sum of money. (A \$500 security deposit or credit card information must be on account for this option.)

Weekly Credit Payment: You can provide us with a credit card that we will charge each Friday or when the balance reaches \$1000 owing, whichever occurs first. A statement and receipt will be given to you so you can keep track of your training and payments.

Harv's Air accepts your personal check, cash, traveler's checks, debit card, Visa, Master Card or wire.

Upon termination or withdrawal from Harv's Air, the student is entitled to a refund as follows:

After enrollment, once flight training has commenced, all refunds are given on a pro-rate hourly basis of course completion. In other words, as long as all charges are paid in full through the last date of attendance, for services rendered or supplies purchased, etc... any remaining balance will be refunded to the student.

Books and supplies may not be returned for a refund. Online ground school fees are non-refundable. Upon receipt of a Request for Refund, all monies due shall be forwarded within thirty (30) days.

Government students loans www.studentaid.gov.mb.ca

Bank of Montreal and Toronto Dominion bank both have lines of credit for aviation students.

Income tax deductions are available for students training toward a Commercial Licence. Contact Bettie (bettie@harvsair.com) for receipts or information.

Information packages are available in the dispatch area. Please see Adam or Bettie Penner for further details regarding financing.

Contact Information

1-800-HARV AIR in Canada

Steinbach South:

(204) 326 2434

Fax: (204) 326 4182

Steinbach South Airport Box 1056, Steinbach,
Manitoba, Canada R5G 1M8

St. Andrews:

(204) 339 6186

St. Andrews Airport

601 Club Road, Unit 100

St. Andrews, Manitoba Canada R1A 3P6

Students are welcome to use our mailing address when boarding at the school.

Hours of Operation

Monday and Friday 7:45 to 20:00*

Tuesday to Thursday 7:45 to 21:00 (winter), 7:45 to midnight (summer)*

Saturday 8:00 to 17:00 (St. Andrews); 8:00 to 18:00 (Steinbach)*

Sunday 11:00 to 17:00 (St Andrews); 12:00 to 17:00 (Steinbach)*

*Closing times are dependant on demand for flying. If no flying is taking place, the office will close. All night flights should be departing as close to official night as possible.

Flights outside of these hours can be arranged with your instructor or dispatch with prior notice.

New Year Day: Closed

Good Friday: Closed

Easter Sunday: Closed

Victoria Day: 8:00 to 18:00

Canada Day: 8:00 to 18:00

Labour Day: 8:00 to 18:00

Thanksgiving Day: Closed

Remembrance Day: 11:30 to 17:00

Christmas: December 24, 25, 26: Closed

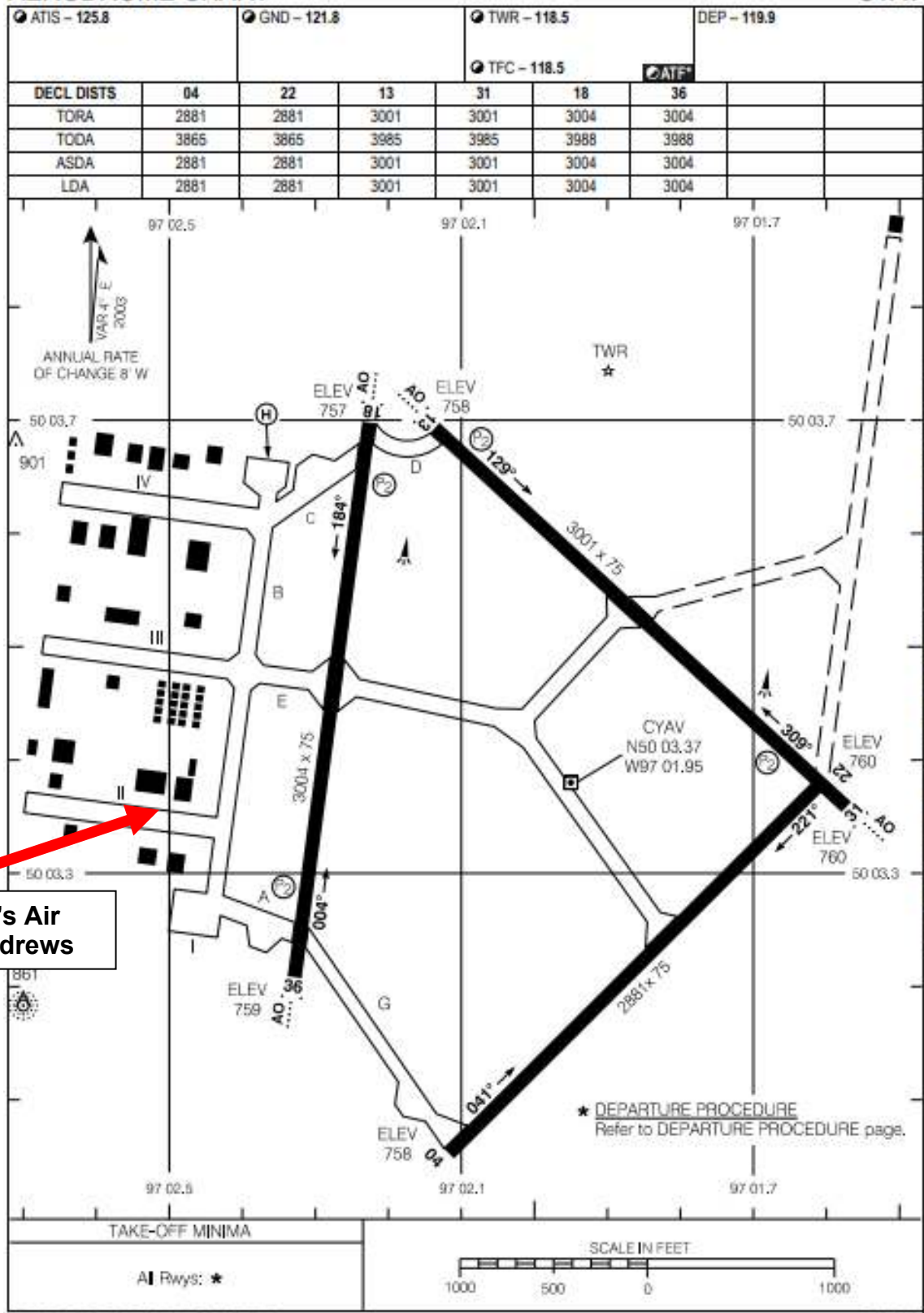
Long Cross Country Briefing Checklist

Prior to leaving on a long cross country (defined by requiring refueling away from base), these are the briefing items that a pilot needs to discuss with a senior instructor:

- Fees: landing, parking fees
- Wet rate/Dry rate—what the difference is
- You must have money on your school account for the approximate hours of the trip
- How to deal with changes in temperature: winter plates, oil cooler cover
- Inclement weather—what you should do
- Winter covers—when they're required, how to put them on
- How to tie the airplane down, secure controls
- How to remove frost (do not use scrapper on windshield)
- Wing covers, Engine covers, Power cords
- Mechanical Issues: Contact us before work commences
- Crossing the Border: Customs/eAPIS/canpass/decal, clear customs at Piney rather than YWG
- Insurance (not valid in Mexico)
- Mountain flying during cross countries are only authorized for those with mountain flying experience.
- Flight Following, what it is, how to do it in the states
- Flight Plans, must have, differences in the united states
- Spot Tracker checkout, check batteries in spot tracker.
- Responsibility to get the airplane back to Steinbach/St, Andrews.
- Airplane documents.
- Visa for International pilots and passengers
- Minimum time per day
- Flight Planning (order current maps at least 5 days before trip)
- Time to next inspection, calendar time on maintenance has nothing coming due while away
- NavData base
- Fill out journey logbook every day.
- Extra oil and rags. Window cleaning, Cell phone. Is the aircraft cigarette lighter comparable and will charge my equipment
- Texting or phoning in with one employee who is responsible for them every day, or preferably a text each stop in addition to them being on a flight plan.
- No night flying over North-Western Ontario, Northern Manitoba, or any area that is unpopulated
- Procedures if they return after hours in YAV or KK7.
- Depending on experience level, briefing about the actual trip they are doing, airspace and communication procedures.

WINNIPEG/ST. ANDREWS, MB
CYAV

AERODROME CHART



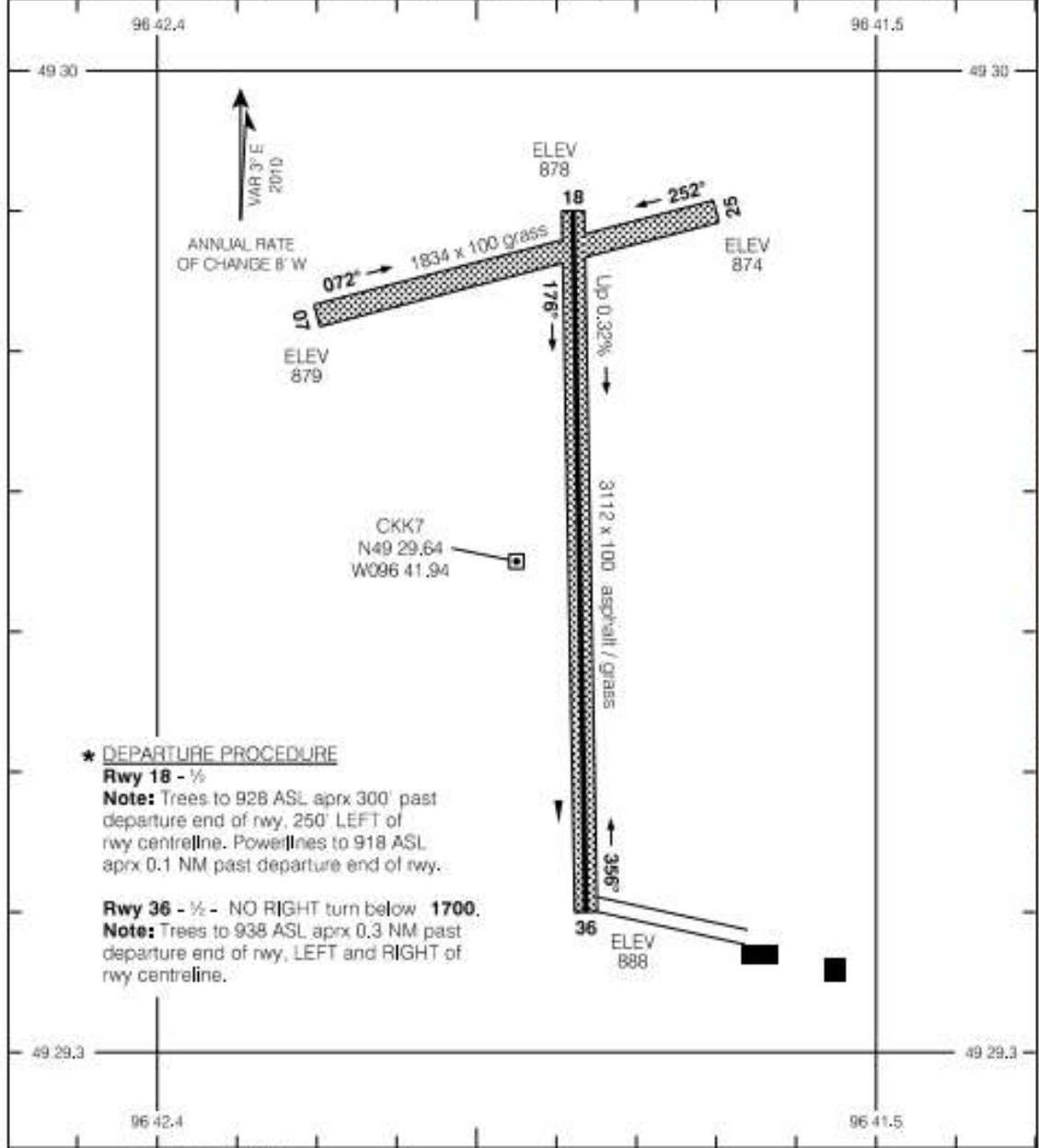
AERODROME CHART
EFF 17 AUG 17

CYAV

STEINBACH (SOUTH), MB
CKK7

AERODROME CHART

					UNICOM - 122.7	DEP Winnipeg - 119.9	
					ATF		
DECL DIST	07	25	18	36			
TORA	1834	1834	3112	3112			
TODA	1834	1834	3112	3112			
ASDA	1834	1834	3112	3112			
LDA	1834	1834	3112	3112			



*** DEPARTURE PROCEDURE**

Rwy 18 - 1/2
Note: Trees to 928 ASL aprx 300' past departure end of rwy, 250' LEFT of rwy centreline. Powerlines to 918 ASL aprx 0.1 NM past departure end of rwy.

Rwy 36 - 1/2 - NO RIGHT turn below 1700.
Note: Trees to 938 ASL aprx 0.3 NM past departure end of rwy, LEFT and RIGHT of rwy centreline.

TAKE-OFF MINIMA	SCALE IN FEET
Rwys 18, 36: *	1000 0 1000
Rwys 07, 25: NOT ASSESSED	

AERODROME CHART CKK7

EFF 5 DEC 19